



Upgrade Guide for Cisco Digital Media Suite Release 5.3

Revised: April 8, 2014



Warning

Before you upgrade your Cisco Digital Media Suite (Cisco DMS) environment, read this document carefully. It contains important information that can help you avoid potentially serious problems during the upgrade process.

This guide explains how to upgrade Cisco Digital Media Suite from version 5.2.3 to 5.3. See the [“Hardware Compatibility” section on page 2](#), for information about the hardware supported by this upgrade.

For information about the features introduced by this upgrade, see the [Release Notes for Cisco Digital Media Suite 5.3.x](#) on Cisco.com

If you are running any release that predates 5.2.3, you must upgrade to 5.2.3 first, and then upgrade to 5.3.

You must have a valid Cisco DMS license to use this upgrade.

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Prerequisites

You must have a running Cisco DMS 5.2.3 installation before performing this upgrade.

Important Upgrade Notes

If you are using federation authentication in DMS 5.2.3, you will need to re-import SP metadata into IDP server after the DMM is upgraded from 5.2.3 to 5.3.

For information about how to export the SP metadata, see the Authentication chapter, Configure SSO Services section, in the *User Guide for Cisco Digital Media Manager 5.3.x* on Cisco.com:

http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_3/dmm/user/guide/admin/auth.html

Hardware Compatibility

Cisco DMS 5.3 is supported on the following hardware platforms:

- SNS-SVR-C210EN-K9
- SNS-SVR-C200WG-K9
- DMM-SVR-C210-K9
- MCS-7835-H3
- Wave-574-DMS

[Table 1](#) shows supported upgrade paths to Cisco DMS 5.3.0 based on hardware platform.

If you are performing a fresh install of Cisco DMS, you must use the recovery disc that was supplied with your appliance to install the base software and then continue along the upgrade path noted in [Table 1](#).

Table 1 Upgrade path based on hardware platform.

Hardware Platform	Supported Upgrade Path
DMM-SVR-C210-K9, SNS-SVR-C210EN-K9, and SNS-SVR-C200WG-K9	5.2.2 to 5.2.3 to 5.3 to 5.3.6 RB1
MCS-7835-H3 (DMM and Show and Share) and Wave-574-DMS (Show and Share)	5.2 to 5.2.1 to 5.2.2 to 5.2.3 to 5.3 to 5.3.6 RB1

Before You Begin

Before you upgrade your Cisco DMS appliances, do the following:

1. [Back Up Your Appliances, page 3](#)
2. [Obtain the Update Media, page 3](#)
3. [Connect a Terminal to Your Appliances, page 3](#)

Back Up Your Appliances

We recommend backing up your appliances before performing the upgrade. To back up your appliances, refer to the *Administration Guide for Cisco Digital Media Suite 5.2.x Appliances* on Cisco.com:

http://www.cisco.com/en/US/partner/docs/video/digital_media_systems/5_x/5_2/dms/aai/administratio n/guide/dms_appliance_admin.html

Obtain the Update Media

To obtain the update media, do one of the following:

- If you have a SAS contract for Cisco DMS, visit <http://tools.cisco.com/gct/Upgrade/jsp/productUpgrade.jsp> and enter your contract number to obtain access to the upgrade.
- If you do not have a SAS contract for Cisco DMS, you will need to purchase the upgrade. See the product data sheet for ordering information:
http://www.cisco.com/en/US/products/ps6682/products_data_sheets_list.html

After obtaining the upgrade images, you can either burn the Cisco Show and Share and Cisco DMM upgrade images to DVD or you can stage them on an FTP server for remote access. Staging them on an FTP server is the recommended upgrade method.

Connect a Terminal to Your Appliances

You must attach a monitor and keyboard to each Cisco DMM and Cisco Show and Share appliance that you upgrade.

Do not attempt to upgrade using a remote SSH session—your upgrade will fail. The upgrade process reboots the appliance several times, causing remote sessions to be dropped. Your input is required after the reboot, but you cannot reestablish a remote session until the entire upgrade process is completed.

Upgrade Your Cisco DMS Appliances

Perform the following tasks to upgrade your Cisco DMS 5.2.3 installation to Cisco DMS 5.3. If you are using Cisco DMPs, upgrade your Cisco DMP software before upgrading your Cisco DMM software.



Note

All components of your Cisco DMS installation must be upgraded to the same version for proper operation.

	Task	Reference
Step 1	Upgrade your Cisco Digital Media Players, if any.	Upgrade Your DMPs, page 4
Step 2	Upgrade your Cisco DMM appliance software.	Upgrade Cisco Digital Media Manager, page 14
Step 3	Upgrade your Cisco Show and Share appliance software.	Upgrade Cisco Show and Share, page 16
Step 4	Verify the upgrade.	Verify the System Upgrade, page 17

Upgrade Your DMPs

To upgrade your DMPs, complete the following steps in the order shown:

1. [Force DMPs From Their ‘Initial’ State, As Needed, page 4](#)
2. [Stop All Applications on DMPs, page 8.](#)
3. [Upgrade the Firmware and Root File System on DMP Endpoints, page 10.](#)

Force DMPs From Their ‘Initial’ State, As Needed



Timesaver

Complete this procedure if you have reapplied our factory-default settings to one or more of your DMPs. Otherwise, if you **have not** restored DMP factory defaults, you can skip this procedure.



Caution

If this procedure applies to you and you do not complete it now, you will have to complete a more difficult and time-consuming procedure instead, after you finish all other tasks to upgrade Cisco DMS.

Before the *Cisco Digital Signs* software on your DMM appliance can manage these DMPs centrally, you must complete either this simple procedure now or the more complex procedure later.

A DMP returns to its “initial” state when you reset it to use factory-default settings. In its initial state, a DMP lacks an internal database file that supports centralized management. This procedure shows you how to force it from this initial state.

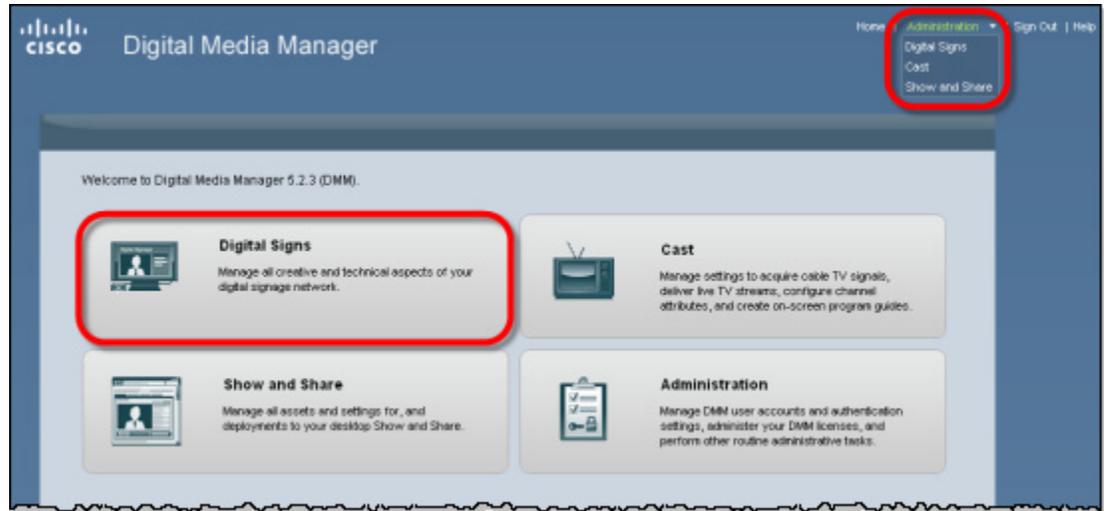


Tip

If you collect these DMPs together in a DMP group, you can target them all simultaneously.

Procedure

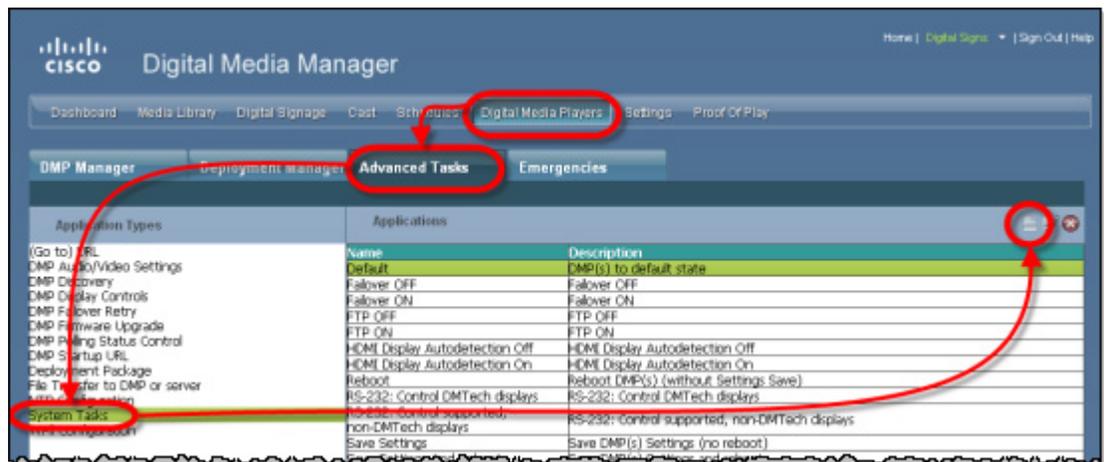
Step 1 Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.



Step 2 Choose **Digital Media Players > Advanced Tasks**.

Step 3 Create the advanced task:

- a. Click **System Tasks**.
- b. Click **Add New Application**.



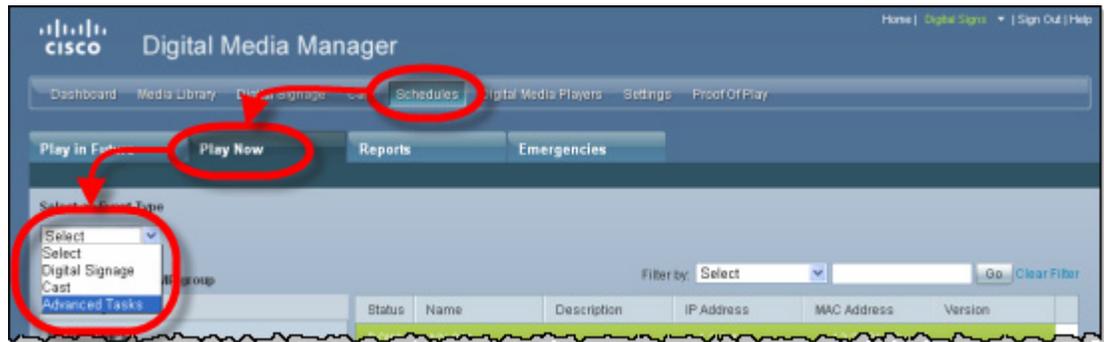
Step 4 Define and save the new system task:

Name	Clear DMP Initial State
Description	Generate file to support centralized management.
Request Type	Set
Request	mib.save=1
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

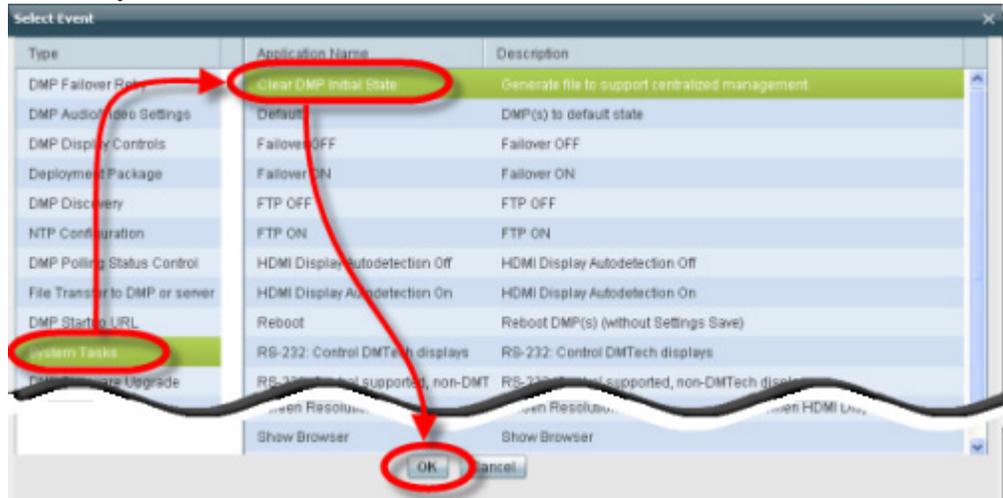
- a. Enter a unique name in the Name field. For example, *Clear DMP Initial State*.
- b. Enter a short description in the Description field. For example, *Generate file to support centralized management*.
- c. Choose **Set** from the Request Type list.
- d. Enter **mib.save=1** in the Request field.
- e. Click **Submit**.

Step 5 Schedule an event to send the task to DMPs that are in the initial state.

- a. Choose **Schedules > Play Now**.
- b. Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**



- c. Choose **System Tasks**> **Clear DMP Initial State** in the Select Event window, and then click **OK**.



- d. Click the name of a group in the DMP Groups area to see a list of its member DMPs.
- e. Click the name of each DMP in the list that should receive the deployment.
- f. Click **Submit**, and then click **OK** when the Success message displays.

Step 6 Stop. You have completed this procedure.

Stop All Applications on DMPs

Before you upgrade DMPs, you must stop all applications by using the DMP Startup URL advanced task.

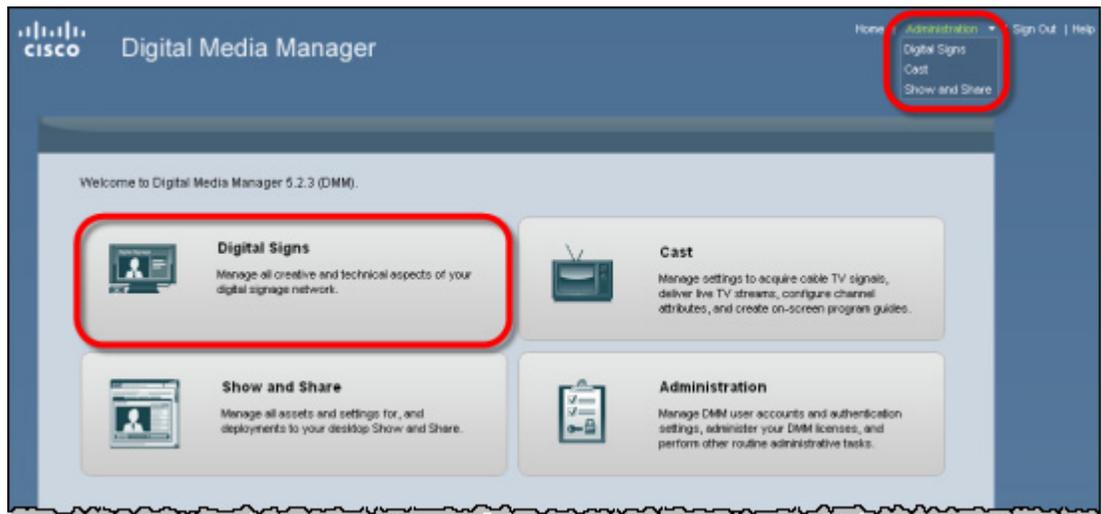


Note

Use the DMP Startup URL advanced task to clear the DMP startup URL and restart the DMP. **Do not use** the Stop All Applications system task.

Procedure

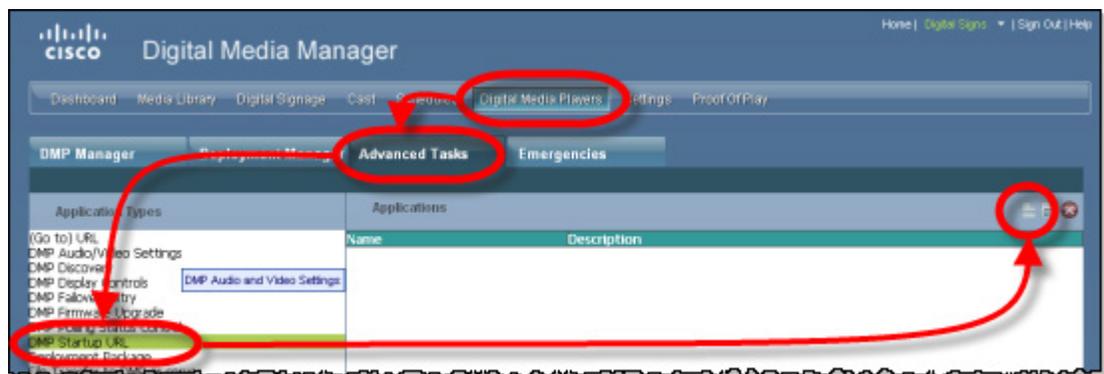
Step 1 Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.



Step 2 Choose **Digital Media Players > Advanced Tasks**.

Step 3 Create the advanced task.

- a. Click **DMP Startup URL**.
- b. Click **Add New Application**.

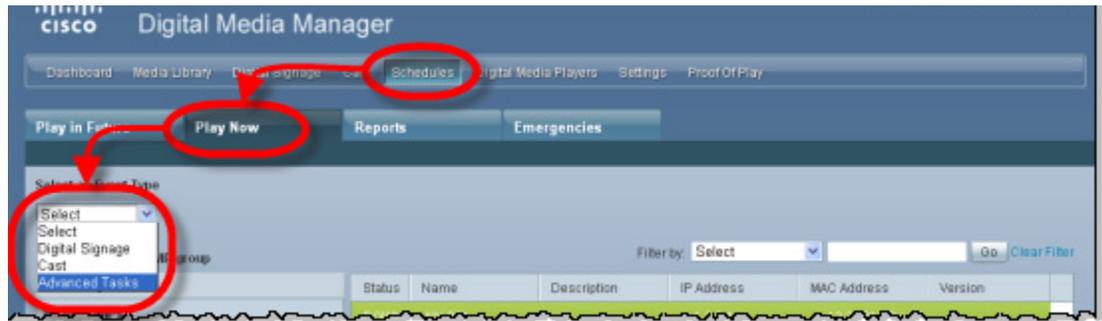


- c. Enter **Startup URL Empty & Reboot** in the Name and Description fields.
- d. Leave empty the Video URL and Browser URL fields.

- e. Check the **Reboot Necessary** check box.
- f. Click **Submit**.

Step 4 Schedule an event to send the task to the DMP.

- a. Choose **Schedules > Play Now**.
- b. Choose **Advanced Tasks** from the Select an Event Type list, and then click **Select Advanced Task**.



- c. Choose **DMP Startup URL > Startup URL Empty & Reboot** in the Select Event window, and then click **OK**.
- d. Click the name of a group in the DMP Groups area to see a list of its member DMPs.
- e. Click the name of each DMP in the list that should receive the deployment.
- f. Click **Submit**, and then click **OK** when the Success message displays.

Step 5 Stop. You have completed this procedure.

Upgrade the Firmware and Root File System on DMP Endpoints

**Note**

It takes approximately 30 minutes to upgrade the firmware and root file system on a DMP. However, while the upgrade is in progress on a DMP 4400G, its behavior might be confusing. It:

1. Shows these three messages in this order:

-  Burn: *NN%*
-  Verify: *NN%*
-  Internal Upgrade Completed.

(Where *NN* is a percentage value that climbs from 1 to 99.)

2. Restarts after approximately 1 minute.
3. Shows the same three messages as before, in exactly the same sequence.
4. Restarts a second time after approximately 29 minutes.

This occurs because the 4400G must install a small amount of data and restart before it can accept its new firmware and file system.

Before You Begin

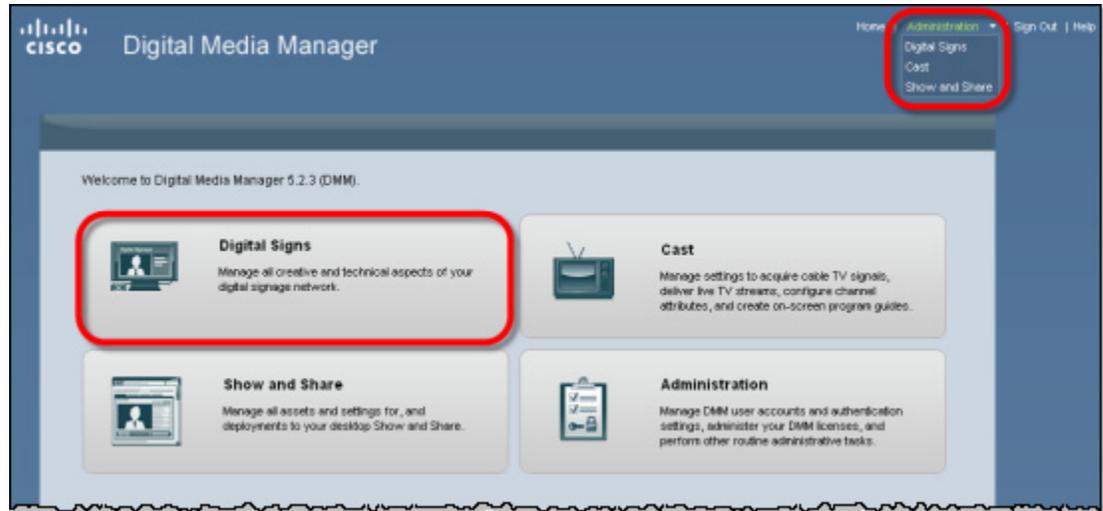
- If you use ACNS, we recommend that you send DMP firmware files to your ACNS servers and deploy the upgrades as a future event—not an immediate event.
- If you deploy the upgrade directly to your DMPs, we recommend that you upgrade just one DMP initially or upgrade just a small group of DMPs and test the result before you send the firmware to multiple DMPs.
- We recommend that you do not upgrade any more than 5 DMPs at a time and that all upgrades occur outside normal business hours for your organization.

**Warning**

Make sure that the DMPs do not lose power while they are burning their firmware during an upgrade. If they lose power during this critical period, they will be severely damaged.

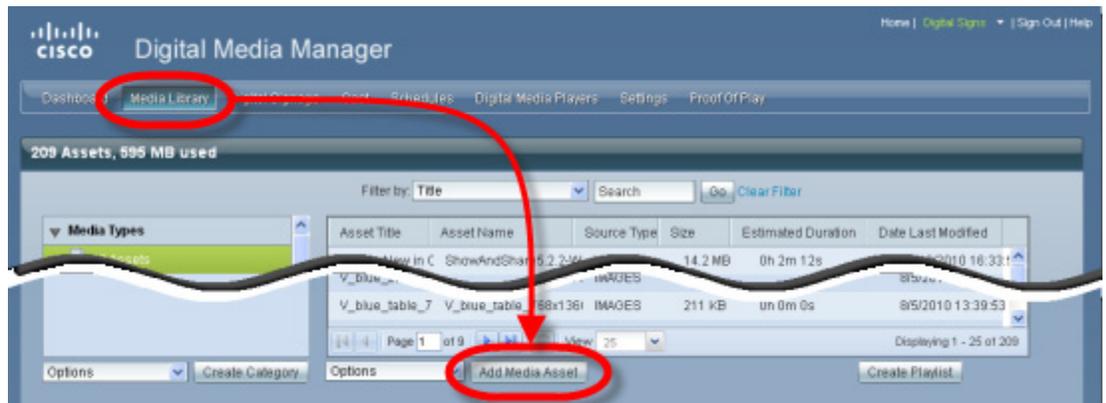
Procedure

Step 1 Choose **Digital Signage** from the global navigation or click **Digital Signage** on the dashboard.



Step 2 Add the firmware image to your media library as an asset. See [Obtain the Update Media](#), page 3, for a list of the DMP firmware images.

a. Choose **Media Library**, and then click **Add Media Asset**.



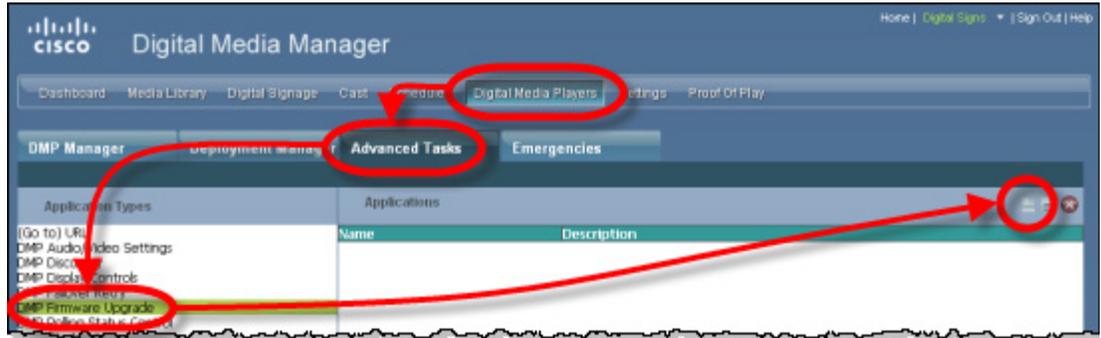
- b. For the source, click **Local File**.
- c. Click **Browse**, choose the firmware image from the software upgrade disc or your local file system, and then click **Open**.
- d. Enter a meaningful description in the Title field.
- e. Uncheck the **Is Kernel Upgrade?** check box.
- f. Verify that the file type is **Firmware**, and then click **Save**.

Do not click any button or move away from this page in your browser until the upload is finished. After it is finished, the page refreshes automatically. You should see that a description of the firmware file has been added in the table that the page shows.



Note You must upload the firmware to the Cisco DMM. Do not link to the firmware using a URL

- Step 3** (Optional) To verify that the upload succeeded, compare its file size in the Size column to the size of the source file.
- Step 4** Create an advanced task for the upgrade.
- Choose **Digital Media Players > Advanced Tasks**, and then click **DMP Firmware Upgrade**.
 - Click **Add New Application** in the title bar for the Applications area.



- Enter **DMP_Firmware_Upgrade** in the Name field.
 - Choose from the Media Categories tree the category that contains the firmware.
 - Click the firmware file to highlight it in the Available Content table, and then click **Submit**.
 - Click **Go**.
- Step 5** Schedule an event to upgrade the DMPs.

	To schedule an immediate event ...	To schedule a future event...
a.	Choose Schedules > Play Now	Choose Schedules > Play in Future .
b.	Choose Advanced Tasks from the Select an Event Type list, and then click Select Advanced Tasks .	Click Add an Event .
c.	Choose System Tasks > DMP_Firmware_Upgrade from the Select an Event Type list, and then, click OK .	Click DMP Groups , and then choose the groups.
d.	Click the name of a DMP group in the DMP Groups object selector to see its member DMPs in the DMP List table.	Click Digital Signage , and then choose the presentation or playlist.
e.	Click the name of each DMP in the DMP List table that should receive the deployment.	Specify the date, time, and frequency.
f.	Click Submit .	Click Save .
g.	Click OK when the Success message displays.	Click Save All to save the schedule.
h.	—	Click Publish All to publish the schedule.



Tip To check the status of an upgrade, deploy to the relevant DMP groups the system task called Upgrade Status.

What to Do Next

After updating your Cisco DMPs, proceed to [Upgrade Cisco Digital Media Manager, page 14](#).

Upgrade Cisco Digital Media Manager

The Cisco Digital Media Manager upgrade can take an hour or more to complete. Make sure you have ample time in your maintenance window to complete the upgrade. During the upgrade, users cannot access the Cisco DMM web interface.

Procedure

-
- Step 1** Insert the upgrade disc into the Cisco DMM appliance disc drive or stage the image on an FTP, SFTP or HTTP server.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI) of the Cisco DMM.
- Step 3** Choose **APPLIANCE_CONTROL** and press **Enter**.
- Step 4** Choose **SOFTWARE_UPDATE** and press **Enter**.
- Step 5** To update using a disc:
- Choose **CD_UPDATE** and press **Enter**.
 - Verify that you have inserted the upgrade disc and press **Enter**.
- The appliance reboots. A dialog asks you to confirm that you want to upgrade the appliance.
- Step 6** To update using a remote disc image (.iso file):
- Choose **REMOTE_UPDATE** and press **Enter**.
 - Enter the following information:
 - For FTP/SFTP servers, enter the server name or IP address and a user account and press **Enter**. You will be prompted for a password. Enter the password and press **Enter**.
 - For HTTP server, enter the URL and press **Enter**.
- The appliance reboots. A dialog asks you to confirm that you want to upgrade the appliance.
- Step 7** Choose **Yes** to confirm that you want to upgrade the system.
- The upgrade process begins. The appliance reboots and again asks you if you want to upgrade the system.
- Step 8** Choose **Yes**.
- The system installs the 5.3.0 update. If you are prompted to type “yes” to bypass a pause, you can type yes or ignore it; the upgrade will continue automatically after the designated time. After the update is complete, the system reboots and runs post-installation tasks
- The upgrade is complete when the AAI login prompt appears.

- Step 9** To verify the update, log back into the AAI interface as **admin**. The Main Menu shows the installed software version.

```

Main Menu
IP: 10.10.10.10
Cisco Digital Media Manager 5.3.0

SHOW INFO          Show system information.
BACKUP_AND_RESTORE Back up and restore DMM configuration.
APPLIANCE_CONTROL  Configure advance options
NETWORK_SETTINGS   Configure network parameters.
DATE_TIME_SETTINGS Configure date and time
CERTIFICATE_MANAGEMENT Manage all certificates in the system
FAIL_OVER          Configure high availability parameters.

< X >             <LOG OUT>
```

What to Do Next

If you are using Cisco Show and Share, proceed to [Upgrade Cisco Show and Share, page 16](#).

Upgrade Cisco Show and Share

The Cisco Show and Share upgrade can take an hour or more to complete. Make sure you have ample time in your maintenance window to complete the upgrade. During the upgrade, users cannot access the Cisco Show and Share web interface.

Procedure

-
- Step 1** Insert the upgrade disc into the Cisco Show and Share appliance disc drive or stage the image on an FTP, SFTP or HTTP server.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI) of the Cisco DMM.
- Step 3** Choose **APPLIANCE_CONTROL** and press **Enter**.
- Step 4** Choose **SOFTWARE_UPDATE** and press **Enter**.
- Step 5** To update using a disc:
- Choose **CD_UPDATE** and press **Enter**.
 - Verify that you have inserted the upgrade disc and press **Enter**.
- The appliance reboots. A dialog asks you to confirm that you want to upgrade the appliance.
- Step 6** To update using a remote disc image (.iso file):
- Choose **REMOTE_UPDATE** and press **Enter**.
 - Enter the following information:
 - For FTP/SFTP servers, enter the server name or IP address and a user account and press **Enter**. You will be prompted for a password. Enter the password and press **Enter**.
 - For HTTP server, enter the URL and press **Enter**.
- The appliance reboots. A dialog asks you to confirm that you want to upgrade the appliance.
- Step 7** Choose **Yes** to confirm that you want to upgrade the system.
- The system installs the 5.3 update. If you are prompted to type “yes” to bypass a pause, you type yes or ignore the prompt; the upgrade will continue automatically after the designated time.
- The upgrade is complete when the AAI login prompt appears.

- Step 8** To verify the update, log back into the AAI interface as **admin**. The Main Menu shows the installed software version.

```

Main Menu
IP: 10.10.10.10
Cisco Show and Share 5.3.0

SHOW INFO          Show system information.
BACKUP AND RESTORE Back up and restore.
APPLIANCE_CONTROL  Configure advance options
NETWORK_SETTINGS   Configure network parameters.
DATE TIME SETTINGS Configure date and time
CERTIFICATE_MANAGEMENT Manage all certificates in the system
FAIL_OVER          Configure high availability parameters.

< OK >           <LOG OUT>

```

What to Do Next

- [Verify the System Upgrade, page 17](#)

Verify the System Upgrade

Use this procedure to log into Cisco DMM and Cisco Show and Share for the first time after you upgrade and to verify that the appliances are communicating correctly.

Procedure

-
- Step 1** Point your browser to the Cisco DMM appliance. For example, `http://dmm.example.com:8080`.
- Step 2** Log in as **superuser**.
- Step 3** When the splash screen appears, confirm that it refers to Digital Media Manager 5.3.
- Step 4** Point your browser to your Cisco Show and Share server. For example, `http://showandshare.example.com`.
- Step 5** Verify that Cisco Show and Share loads.
If Cisco Show and Share does not load, re-pair the devices (see the [Administration Guide for Cisco Digital Media Suite 5.3.x Appliances](#) on Cisco.com for more information).
- Step 6** Stop. You have completed this procedure.
-

Update the Cisco MXE Transcoding Profiles

If you had a Cisco MXE running version 3.1 or 3.2 software integrated with Cisco Show and Share 5.2.3, you need to either upgrade the Cisco MXE to Release 3.3 or update the transcoding profiles for it to work with Cisco Show and Share 5.3.

For information about upgrading your Cisco MXE, refer to the Cisco MXE documentation on Cisco.com:

http://www.cisco.com/en/US/docs/video/mxe/3500/sw/3_x/3_0/roadmap/mxe3500_30map.html.

Upgrading the profiles allows Cisco Show and Share to transcode uploaded and recorded videos into the multiple resolutions supported and allows you to enable mobile application support. However, you will not be able to enable the Pulse spoken keywords and speaker identification feature. To enable the Pulse feature set, you need to upgrade Cisco MXE to version 3.3 for use with Cisco Show and Share 5.3.

Prerequisites

- Administrative privileges on the Cisco MXE.
- Remote Desktop Connection software. The Windows Remote Desktop Connection client is available in Windows XP and later.
- Remote desktop username and password for the Cisco MXE.

Before You Begin

- If you are using a Cisco MXE cluster, perform all configuration steps on the unit acting as the resource manager.

Procedure

1. [Access the Cisco MXE Desktop, page 19](#)
2. [Install the Cisco DMS Profiles, page 19](#)

Access the Cisco MXE Desktop

You can access the Cisco MXE desktop using Windows Remote Desktop Connection.

Procedure

- Step 1** Choose **Start > All Programs > Accessories > Communications > Remote Desktop Connection**. The Remote Desktop Connection dialog box appears.



- Step 2** Enter the IP address or network name of the Cisco MXE in the computer field.

- Step 3** Click **Connect**.

The Cisco MXE desktop connection opens. A dialog box prompts you for login credentials.



- Step 4** Enter the MXE Remote Desktop Username and Password. The default username/password is mxe-service/Cisco1.



Note The password is case sensitive.

- Step 5** Leave the remote desktop connection open.

Install the Cisco DMS Profiles

The Cisco DMS profiles contain the settings the Cisco MXE uses to transcode videos submitted to it by Cisco Show and Share.

The following files are installed by this procedure:

- dms_sns_mp4_4x3_high_h264.awp—The 720p encoding profile for videos with a 4:3 aspect ratio. **DO NOT edit this profile.**

- dms_sns_mp4_4x3_med_h264.awp—The 480p encoding profile for videos with a 4:3 aspect ratio. **DO NOT edit this profile.**
- dms_sns_mp4_4x3_low_h264.awp—The 360p encoding profile for videos with a 4:3 aspect ratio. **DO NOT edit this profile.**
- dms_sns_mp4_16x9_high_h264.awp—The 720p encoding profile for videos with a 16:9 aspect ratio. **DO NOT edit this profile.**
- dms_sns_mp4_16x9_med_h264.awp—The 480p encoding profile for videos with a 16:9 aspect ratio. **DO NOT edit this profile.**
- dms_sns_mp4_16x9_low_h264.awp—The 360p encoding profile for videos with a 16:9 aspect ratio. **DO NOT edit this profile.**
- DMS_SNS_Output_Multires.out.awp—The output profile. **DO NOT edit this profile.**



Note

Custom settings in the preprocessor profile will be lost if you need to recreate the Cisco Show and Share profile.

Procedure

- Step 1** From a browser within the remote desktop connection to the MXE, download the **dms53ProfileSpace.zip** file from the Cisco Show and Share 5.3 folder in the software center:
<http://www.cisco.com/cisco/software/release.html?mdfid=280171242&softwareid=282100271>
- Step 2** Extract **dms53ProfileSpace.zip** file.
- Step 3** Copy the files to the following locations:

Directory	Files
C:\dmsProfileSpace\h264\	<ul style="list-style-type: none"> • dms_sns_mp4_4x3_high_h264.awp • dms_sns_mp4_4x3_med_h264.awp • dms_sns_mp4_4x3_low_h264.awp • dms_sns_mp4_16x9_high_h264.awp • dms_sns_mp4_16x9_med_h264.awp • dms_sns_mp4_16x9_low_h264.awp
C:\dmsProfileSpace\out\	DMS_SNS_Output_Multires.out.awp

- Step 4** Close the remote desktop connection.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at: <http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>.

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